



Tutors' Handbook

2021

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A Message from the President

Welcome to new and existing Tutors of U3A Ballina/Byron.

As Tutors you are the backbone of our organization providing learning, skills and, most of all, enjoyment to our members.

On behalf of all the members I would like to thank you for your commitment and support of the organization.

I am sure this manual will assist you in your role and we will continue to look for ways to enhance the experience for you and our members.

Di Cuthbert

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Code of Conduct

As a self-supporting, member-based voluntary organisation, U3A Ballina Byron expects that all members, non-member tutors and other volunteers will behave in a courteous and civilised fashion in all dealings relating to the organisation. Accordingly, you agree to abide by this Code of Conduct by:

1. Participating in U3A Ballina Byron activities in a friendly and positive way, and being honest and ethical in all dealings with U3A, its members and related organisations.
2. Showing courtesy, respect and consideration to those with whom you deal in U3A Ballina Byron, related organisations and the wider public in relation to U3A activities, and not engaging in behaviour that is inappropriate, disruptive or intimidating, such as would breach the rights of other persons to participate in activities or to carry out their designated duties.
3. Avoiding all forms of discriminatory behaviour in regard to nationality, ethnicity, gender, sexuality, culture, religion, age and mental or physical disability.
4. Refraining from activities, comments or actions that would promote a personal business/cause or that would place others in a vulnerable position financially, physically or psychologically.
5. Observing strict confidentiality regarding organisational and members' personal information to which you may have access, and never disclosing contact details of any U3A Ballina Byron member or tutor to anyone without the subject's permission.
6. Promoting U3A Ballina Byron in a positive way, abiding by this code and other U3A policies and procedures and, in the event of any dispute, following the U3A Ballina Byron grievance handling and dispute resolution procedures.

In classes and during other activities:

1. Being punctual and reliable in attending U3A classes, activities, office duties or other commitments, and giving warning of withdrawals from classes and events and unavoidable absences from other volunteer commitments.
2. Participating safely in each class or activity, and abiding by any reasonable directive or prerequisite specified by the tutor or activity organiser for such participation.
3. Respecting the integrity of all U3A venues and equipment, and always leaving venues in a clean and tidy state.

If you have any doubts as to the appropriateness of any of your words or actions, you should consider:

1. Is it legal?
2. Is it consistent with the above code and the U3A Ballina Byron Constitution and By-laws?
3. Would you accept the same behaviour if it was directed at you by another person?

Overview

Please use this handbook as a guide. The information contained here is from a variety of sources, ideas built up over years of experience, requirements under law and suggested methods to facilitate the smooth running of your class. We belong to an organisation of volunteers with diverse backgrounds and this knowledge should be utilised to make our lives richer. If there are ideas that we can embrace to improve our organisation we need to hear about them, so please feel free to make suggestions.

The term 'Tutor' is used in many U3A organisations worldwide, to indicate the person responsible for a U3A class. U3A Ballina Byron likes to give its tutors the freedom to operate with as much autonomy as possible, within the organisation. Refer to the U3A Ballina Byron constitution and policies and procedures (attachment A)

The Principles of U3A

[Based on the philosophy of the UK co-founder of the U3A movement, Dr. Peter Laslett.]

- To provide affordable learning opportunities for older people, using the skills and abilities of the members themselves.
- Those who learn shall teach and those who teach shall learn, and there shall be no distinction between the two.
- There shall be no qualifications for membership, and no awards, degrees or diplomas shall be given.
- The emphasis shall be on learning for the love of it, and shall include an emphasis on the values of making things and improving skills of all kinds.
- Learning shall take place in a friendly, supportive, social environment
- Those joining a U3A shall pay for its upkeep.
- There shall be no payment to any person (member or non-member) for teaching or providing a service to members except in the case of reimbursement for such expenses as travel, photocopying, etc.
- The curriculum of a U3A shall be determined by the needs/preferences of its members and according to the resources available to it.
- To be at all times, non-political and non-sectarian in our approach.

History

U3A is a voluntary, self-help, learning movement for mature people that began in France in 1973. Since then the idea has grown rapidly and has spread to a great number of countries.

U3A Melbourne City was the first U3A group in Australia. The idea sprang to life in 1984 in a coffee shop when four people involved in education for older people talked about a model of education that was being very successful under the auspices of Cambridge University in the UK.

U3A Ballina/Byron Inc. was formed ten years later after a public meeting on 25th March, 1994.

Management of U3A Ballina Byron

U3A is run by a Management Committee which is elected by, and from the membership of U3A. All members of the Management Committee are volunteers.

The roles of the Executive, Committee Members and other office holders can be found in the Policies and Procedures Manual.

Insurance

U3A has three insurance policies:

- Personal Accident
- Industrial Special Risks
- Association Liability

Our Public Liability Insurance is through the U3A Network NSW.

For further details of the above, contact the Management Committee.

Membership of Tutors

People may become tutors for U3A Ballina Byron without becoming financial member. This allows our organisation to source individuals to tutor who would otherwise be ineligible. However, these Tutors must complete an 'Honorary Membership' form. Tutors who are not members cannot attend other classes.

Contacts

The normal procedure for tutors, if assistance is required, is to contact the Class and Venue Coordinator (CVC). If the coordinator is unable to resolve the matter it can then be referred to the Executive Committee.

Executive Committee:

President	Di Cuthbert	
Vice President	Greg Unwin	phone 66815377
Secretary	Sue Bell	phone 6687 7963
Treasurer	Barbara McCall	phone 6681 5893
Public Officer	Warren Hastings Harris	phone 6628 7303

Guidelines for Tutors

- **Costs:** Tutors may not make any financial gain from their classes, but may charge students a small fee to cover costs. All costs to the student should be listed, and there should be no extra or hidden charges
- **Enrolment Numbers:** Tutors decide whether student numbers for their classes will be limited, and if so, how many students they will accept. All tutors are asked to complete a course information sheet (Appendix A) each year giving minimum and maximum class sizes.

Any wait lists for classes should be managed by the Tutor concerned.

- **Venues:** Most courses are taught at Fripp Oval, however, where this venue is either unsuitable or there are space limitations tutors may source other venues. Assistance in finding a suitable venue is available from the CVC. Ask for the location of First Aid Kits and Emergency Evacuation Points. Where there is a charge for hire at a venue, tutors may charge students a small fee to cover this cost after consultation with the class co-ordinator. Tutors are responsible for attending to payment for venues. Some venue managers require evidence of our Public Liability insurance, in the form of a Certificate of Currency. You can obtain this from the Secretary. Tutors may offer to run a class in their own home. In this case, the Private Venues form (Appendix B) should be completed and handed to the Secretary. There will be no payment made to tutors who choose to use their home as a venue.
- **Attendance Record:** Tutors must ensure that the attendance sheet is initialled by attendees (Tutors must also initial this sheet). Attendance sheets are to be collected and returned to the office. For classes held away from Fripp Oval a copy of the attendance sheet with names and telephone numbers of attendees must be provided to the office before the end of the second week of term.
- **Term Dates:** There are four terms a year, generally in line with the NSW school terms. The dates are advertised in the Newsletter and on the website. If you wish to continue your class outside term times please let the Fripp Oval office know.

Enrolling Students into Your Class: A new badge is issued to financial members each year showing the financial status of the member. They are then entitled to contact tutors, and ask to be enrolled in classes where vacancies exist. It is the tutor's responsibility to ensure that only U3A members attend U3A classes; with the exception that non-members are able to attend one class prior to joining the organisation. Please contact the Class and Venue Co-ordinator if you need help in this regard and also if there is:

- Any change of venue
- Cancellation or discontinuation of a class for any reason; or
- The extension of a class

If too many people wish to join your class, you may like to keep a waiting list.

Process for Starting Your Class

1. Prospective Tutors should obtain a Class Information Form and Tutors' Handbook from the CVC.
2. Return the completed Class Information Form to the CVC.
3. Venues and time tables can then be discussed.
4. All classes will be advertised in the quarterly newsletter, normally sent to members about one week prior to the Term starting.
5. At the start of each term advise the class attendees:
 - Of the location of toilets;
 - Evacuation gathering point (at Fripp Oval it is in the centre of the oval), no one is to leave until the tutor has accounted for them on the attendance roll;
 - To initial the attendance sheet at each class.
 - To wear their name badge to all classes. The back of the badge needs to be completed with emergency contact details etc. New name badges are in the office for collection.
 - Of notice boards at Fripp Oval.
 - To wait until the class before yours is finished before entering the room.
 - To inform the tutor if you will be away, or if you decide to leave the class.
 - To be punctual and please do not to disrupt the class if you do happen to arrive late.
 - As a matter of courtesy, it is expected that every mobile phone will be turned off before entering class. In an emergency please take calls outside.
 - To acquaint themselves with the Code of Conduct.

Tutors are to determine the size of their classes and ensure that participants meet any pre-requisites or entry requirements for a class.

It is possible to seek expressions of interest for a proposed class through the newsletter or Fripp Oval notice boards and on the website, after consultation with the CVC.

Excursions

The following arrangements are intended to cover paid excursions run by U3A Ballina/Byron generally only in the Northern Rivers area. Any outings outside this area will have to be run privately and not publicised through U3A without Management Committee approval.

Excursions must be approved by the Management Committee and notified to the office in advance. They must be advertised on the notice board if the excursion is open to all members. Notice must contain full details of the excursion and costs.

Names, with membership numbers, for excursions/outings run under the auspices of U3A will be registered and listed by the office staff.

All payments by participants should be fully receipted and paid into a U3A bank account via the office.

Administrative arrangements such as local area phone calls and photocopying should be made through the U3A office during normal opening hours.

Car pooling petrol money, if applicable, is to be a direct contribution to the driver of the vehicle by the passengers on the day.

There should be no other costs added to the cost to members without approval of the executive committee.

Opening and closing procedure

If you are either the first or last class of the day you will be issued with a code for the alarm. The alarm affects the hall, office and work sheds. For further details see the Policy and Procedures document.

Room Setup

It is your responsibility to arrange for equipment and room set up prior to the commencement of your class. You can choose to do this yourself or arrange for members of your class to do it.

At Fripp Oval all tables and chairs should be cleared to the side of the room and the white board and noticeboards returned to the office.

Set up and pack up time should be allowed for in your allocated time slot.

Faulty or Malfunctioning U3A Equipment

There is some equipment available for use by tutors. Contact the CVC about your requirements. If any equipment is found to be faulty, notify office staff and have details entered into the diary located on the desk at the U3A Office.

Class running at other venues

Any equipment borrowed from U3A and taken to other venues must be recorded in the equipment register available in the Fripp Oval office.

Privacy

Only personal information which is necessary for the effective operation of U3A Ballina Byron will be collected from members. No personal information on any member is to be forwarded to any other member or organisation without the express permission of the member concerned. Personal information collected will be held in accordance with the requirements of the relevant Acts and Regulations. We endeavour to only publish first names and telephone numbers.

Conflict Resolution

Tutors give their time freely and are not expected to cope with difficult people. Should a situation arise where conflict is not immediately resolvable, details should be provided in writing to the Management Committee.

Capital Expenditure

Items of a capital nature required for classes can be requested for purchase through the Management Committee. Normal consumable items should be purchased by participants in the class.

Copyright

All materials required for class work will be subject to the normal copyright restrictions. In part under the Act this means;

Where making a copy of a work is a fair dealing under section 40 of the Copyright Act 1968, making that copy is not an infringement of the copyright in the work.

It is a fair dealing to make a copy, for the purpose of research or study, of one or more articles on the

same subject matter in a periodical publication or, in the case of any other work, of a reasonable portion of a work. In the case of a published work that is of not less than 10 pages and is not an artistic work, 10% of the total number of pages, or one chapter, is a reasonable portion.

We also have an APRA licence for music.

U3A Ballina Byron Inc. has a copyright licence in accordance with the above guidelines. U3A is classified as an Adult Education entity.

For further reference please check the web site:

www.copyright.com.au sub-section 40 (2).

News letter and Publicity

Class information for the next term's newsletter is required by the Newsletter Editor 3 weeks before the end of term. Other items of news can be emailed to Heather Munro at heather.p.munro@gmail.com at any time.

When sending photos to the Newsletter Editor please ensure you have permission from the photographer to publish the photos. You should also supply the Newsletter Editor with the name of the photographer. Photographs should be sent individually, not embedded in a Word Document.

Occupational Health, Safety and Environment

Emergency Procedures

Tutors must ensure that all class members are fully aware of the closest exit door/s, assembly points. At Fripp Oval the assembly point is the Oval in front of the building. When a new member joins a class please ensure they are informed.

Smoking rules: Smoking is not allowed in any venue.

Calling an Ambulance

Ring **000** (zero, zero, zero) for all emergencies. This could be, but is not limited to, if you suspect a heart attack, stroke, unexplained fainting, serious injuries, severe pain or trauma, severe blood loss.

Give the emergency operator the following directions:

"We are in Ballina, in the Fripp Oval Clubhouse on Canal Road, Ballina. A sign out the front says 'Fripp Oval' and there is also a 'Ballina Bombers' sign. The nearest cross road is Bagot Street"

For classes in other locations, provide directions as appropriate.

Location of First Aid Kits

A first aid kit is available on the bookshelf in the Fripp Oval office. Please make a note in the diary if anything is used for your class. If your class is held elsewhere it is your responsibility to find where the nearest first aid kit is located.

Accident/Incident Reporting

All accidents and/or incidents must be reported. Please fill in all details of any event into the Accident/Incident Report Form available at our office (Appendix C – also copies are available on the

Fripp Notice Board). If your class is held away from Fripp Oval you will need to ensure that you have copies of the 'Accident/Incident Report' when completed this form must be lodged at the Fripp Oval office.

Personal Safety

Everyone is responsible for their own safety, however, the tutor and U3A must exercise a duty of care.



Appendix A

U3A Ballina/Byron Inc

Class Information Form[insert year]

Name of Class _____

Tutor's Name _____

Phone _____ Email: _____

Tutor's Assistant (if applicable) _____

Preferred Day _____ Preferred Time from _____ to _____

Length of course (e.g. 6 weeks, term, year) _____

If class is not running all year in which terms will the class run _____

Venue _____

If at Fripp, please detail main hall, outer office, office

Minimum class size _____ Maximum class size _____

Please provide minimum and maximum class size

Class description _____

What do students need to bring to class

Cost to students (if any) \$ _____ how often will this cost be applied _____

What equipment do you need U3A to provide _____

If offering to run more than one class, please use a separate form for each class.



Appendix B Private Venues

U3A Ballina/Byron members who offer their homes for U3A Ballina/Byron classes and activities have the right to set whatever rules they consider appropriate for visitors to observe.

If there is a possibility that visitors – be they U3A Ballina/Byron members or not may complain of being discriminated against, then the class should be moved to a public venue.

As guests, U3A members are expected to observe the policy of venue providers.

Please sign the form below and return to
The Secretary
U3A Ballina/Byron Inc
PO Box 55
Ballina NSW 2478

For your records
Form signed and returned to U3A on (date) _____

DISCLAIMER

U3A Ballina/Byron Inc Policy on Classes held in private homes

Where classes are held in private homes, U3A Ballina/Byron will not be responsible for any losses or damages that may occur when a class is being conducted on these private premises.

I have read and agreed to the above policy

Tutor's Name (please print) _____

Tutor's Signature _____ Date _____



Appendix C

Accident/Incident Report

Tutors should always warn students if a situation could be hazardous to them.

If someone in a class has an accident, after arranging for first air and/or encouraging the member to consult a doctor, the tutor must ask an eye witness to provide a signed, dated report of the incident. The eye witness can be another class member or the tutor. The report should be given to the Secretary or handed in to the Fripp Oval office within 24 hours. A notice of claim may not be lodged for some time after the incident, so it is important to obtain clear details of the event when it occurs. A list of all persons – tutors and members – attending a class should be maintained.

Accident/Incident Report Form

An Accident/Incident occurred as detailed below

Date _____ Time _____

Name _____

Class _____

Details of accident/incident _____

Witness 1	Witness 2
Name:	Name:
Contact Number:	Contact Number:
Signature:	Signature:
Date:	Date:

Signature of accident/incident victim _____

Office Use Only: Membership Number _____ Financial until _____

Signed: (An Executive Committee Member)
